

City of Saint Paul - Water Technician Job Family Competency Matrix – May 8, 2007

Competencies and requirements build as the class series progresses to the next level.

Effective Date: May 30, 2007

	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
	Occupation Code: 523 BU: 02 Grade: 030 Salary Info	Occupation Code: 524 BU: 02 Grade: 034 Salary Info	Occupation Code: 525 BU: 02 Grade: 038 Salary Info	Occupation Code: 622A BU: 09 Grade: 015 Salary Info
General Duty Statements	Performs routine field and office engineering work related to SPRWS. Assists or coordinates project activities across SPRWS divisions. Performs related work as assigned.	Performs intermediate field and office engineering work related to SPRWS. Plans, assists, or coordinates project activities across SPRWS divisions. Performs related work as assigned.	Performs advanced field and office engineering work related to SPRWS. Plans, assists, or coordinates project activities across SPRWS divisions. Performs related work as assigned.	Performs expert-level field and office engineering work related to SPRWS. Plans, assists, or coordinates project activities across SPRWS divisions. Performs responsible supervisory responsibilities for water utility units. Performs related duties as assigned.
Supervision Received	Works under the supervision of a higher-level technical or unit manager.	Works under general supervision of a unit manager.	Works under the general supervision of a unit manager.	Works under the general supervision of a division manager.
Supervision Exercised	May guide assigned work of interns.	May guide assigned work of lower-level employees or interns	May lead assigned work of lower-level employees or interns.	Exercises general and technical supervision over lower-level technicians, laborers, and support staff within a unit.

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Shared Competencies	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
Technical Expertise: <i>Civil Engineering Practice and Technology</i>	<p>Demonstrates an understanding and an ability to perform basic engineering calculations using basic mathematical calculations to solve routine problems associated with assigned work.</p> <p>Demonstrates a basic knowledge of engineering principles and practices and an ability to quickly learn and follow departmental and City policies and procedures.</p> <p>Demonstrates an ability to interpret engineering plans and specifications.</p> <p>Demonstrates an ability to use a computer for basic data entry, word processing, spreadsheets, and data base information retrieval. Demonstrates, if required in assigned work area, an ability to use office or field inspection equipment.</p>	<p>Demonstrates an understanding and an ability to perform intermediate engineering calculations using algebra, geometry, and trigonometry to solve problems associated with assigned work.</p> <p>Demonstrates an ability to prepare, review, and/or approve construction plans, draft required legal documents and agreements, and provide consulting services related to construction projects or land use issues for routine projects.</p> <p>Demonstrates an understanding and familiarity with engineering procedures, techniques, terms, and practices specific to Saint Paul Regional Water Services (SPRWS). Demonstrates an ability to identify and apply this understanding to resolve and enforce standards and codes associated with assigned work.</p> <p>Demonstrates a basic knowledge and an ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to apply technical understanding to proficiently utilize computer software programs required in properly preparing engineering drawings, maps, plans, and maintain a variety of records.</p>	<p>Demonstrates an advanced understanding and familiarity of the civil engineering policies, procedures, techniques, terms, and practices, complying with SPRWS standards. Demonstrates an ability to apply this understanding in independently resolving a full range of challenges associated with assigned work, including the review of designs, plans, and specifications.</p> <p>Demonstrates an ability to prepare, review, and/or approve construction plans, draft required legal documents and agreements, and provide consulting services related to construction projects or land use issues for complex projects.</p> <p>Demonstrates an advanced understanding of technology and an ability to apply and assist others in using technology to perform complex work-related assignments.</p> <p>Demonstrates an ability to lead and orient others in construction projects with other agencies, contractors, developers, and property owners, using SPRWS practices and procedures.</p> <p>Demonstrates an understanding and ability to instruct others in following departmental and City policies.</p> <p>Demonstrates a comprehensive knowledge of and ability to properly and safely operate and maintain vehicles, equipment, and tools in the performance of their assignments.</p>	<p>Demonstrates an expert understanding of the organizational structure of the department and the City, SPRWS standards, and the civil engineering procedures, techniques, terms, and practices. Demonstrates an ability to apply these to a full-range of work assignments, and demonstrate to others how to apply this understanding.</p> <p>Demonstrates knowledge of laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to assigned work.</p> <p>Demonstrates a complete understanding of the inspection and testing of facility construction, water quality system enhancement and maintenance, and agreement and permit processing, if required in work area. Demonstrates an ability to take appropriate action to provide resources, schedule staff, and make assignments to complete project responsibilities.</p> <p>Demonstrates an understanding of the full range of principles, terms, procedures, and practices of civil engineering, including familiarity with water quality issues, engineering and mechanical equipment, and mathematics and related engineering formulas. Demonstrates an ability to use this understanding to identify and resolve a full range of complex problems associated with assigned work.</p>

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Shared Competencies	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
Technical Expertise: <i>Risk Management</i>	<p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions.</p>	<p>Demonstrates an ability to follow, guide, and orient others in established safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates an ability to recognize basic potential risks and liabilities, address routine risks, and refer issues when appropriate.</p>	<p>Demonstrates an ability to follow, guide and orient others in established safety practices and care of equipment procedures as indicated in manufactures’ specifications and department procedures.</p> <p>Demonstrates an ability to identify risks and liability implications associated with assigned work and take appropriate action to minimize those risks.</p>	<p>Demonstrates an ability to identify the full range of risks and liability implications. Demonstrates an ability to apply expertise in minimizing associated risks and refer the legal issues to a supervisor or the City Attorney’s Office, if necessary. Demonstrates an ability to follow and train others in established safety practices, proper operations and maintenance procedures, and care of equipment.</p> <p>Demonstrates an understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p>
Problem Solving, Prioritization, Project and Program Management, Planning and Finances	<p>Demonstrates an ability to quickly gain a basic understanding of the priorities and objectives of a project assignment and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve routine problems, ask for help, or notify the supervisor of problems that cannot be resolved or of decisions that need to be made. Demonstrates an ability to use assigned work order process.</p> <p>Demonstrates an ability to plan, organize, and prioritize own work, meet deadlines, and adhere to assigned work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action. Demonstrates initiative by anticipating and securing tools and equipment needed to complete assigned tasks.</p>	<p>Demonstrates a basic understanding of the priorities, goals, and objectives of a project assignment and a basic understanding of the department mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve a range of problems associated with assigned work, ask for help or notify the supervisor of problems that cannot be resolved. Demonstrates an ability to use assigned work order process.</p> <p>Demonstrates an ability to plan, coordinate, and monitor assigned work.</p> <p>Demonstrates an ability to plan and prioritize own work, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action. Demonstrates initiative by anticipating and planning next steps with assigned projects.</p> <p>Demonstrates an ability to maintain work areas in a neat, orderly, and functional manner. Demonstrates an understanding and an ability to proactively address work-related issues.</p>	<p>Demonstrates a complete understanding of the assigned priorities, goals, objectives, and a common understanding of the department mission and vision to proficiently perform assigned work.</p> <p>Demonstrates an ability to resolve the full range of problems associated with the assigned work.</p> <p>Demonstrates an ability to plan, coordinate, monitor and manage assigned work. Demonstrates an ability to define and measure results.</p> <p>Demonstrates an ability to plan and prioritize own work, coordinate assigned work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action and take initiative by anticipating and planning for steps with assigned project to most effectively and efficiently use resources available.</p> <p>Demonstrates an understanding and a mindfulness of others’ work in order to coordinate special SPRWS-wide projects with others in the most effective and efficient manner possible.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the department; demonstrates a good understanding of the operations, and a common understanding of the departmental mission and vision to achieve desired goals and objectives.</p> <p>Demonstrates an ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex. Demonstrates an ability to coach others in problem solving and decision making processes.</p> <p>Demonstrates an ability to anticipate and resolve the most complex issues involving multiple stakeholders or to supervisor others involved in complex projects and assignments.</p> <p>Demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments.</p> <p>Demonstrates an ability to coordinate budget materials and resources required for the effective completion of work of the unit, and demonstrates an ability to identify and estimate future equipment and staff needs.</p> <p>Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to identify and resolve the most complex challenges associated with the operation and maintenance of SPRWS.</p> <p>Demonstrates an ability to plan, coordinate, monitor and manage unit projects and an ability to develop factors for measuring project success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to proactively supervise others in maintaining water service systems, processes, procedures, and records.</p>

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Shared Competencies	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
Communication	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow basic oral and written instructions.</p> <p>Demonstrates an ability to effectively engage in two-way communications with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm, moderate tones and appropriate language.</p> <p>Demonstrates an ability to complete required departmental forms, records, and daily reports.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens, contractors, and departmental staff.</p> <p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an ability to effectively engage in two-way communications with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm, moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships with internal and external customers such as neighbors, contractors, and departmental personnel.</p> <p>Demonstrates an ability to complete required departmental forms, records, and daily reports in a clear and timely manner.</p> <p>Demonstrates an ability to communicate positively with their supervisor and coworkers on a regular basis.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens and departmental staff.</p> <p>Demonstrates an ability to follow moderately complex oral and written instructions.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm, moderate tones and appropriate language. Demonstrates an ability to anticipate and resolve more complex issues involving multiple stakeholders.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers such as residents, contractors, outside agencies, and vendors. Demonstrates an ability to diffuse a hostile situation, manage conflict appropriately, or refer the matter to a supervisor.</p> <p>Demonstrates an ability to complete required departmental forms, records, and daily reports in a clear and timely manner.</p> <p>Demonstrates an ability to coordinate and communicate with their supervisor and departmental staff on a daily basis.</p> <p>Demonstrates a written and verbal ability to appropriately respond to routine and complex information requests from internal and external customers. Demonstrates an ability to produce contract specifications, business communications, and memoranda to ensure appropriate communication with others.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group, with the public, or effectively present to the SPRWS board. Demonstrates verbal and written ability to work collaboratively with citizens, vendors, and departmental staff. Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm, moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers such as residents, contractors, outside agencies, and vendors. Demonstrates an ability to diffuse a hostile situation, manage conflict appropriately, and address issues raised.</p> <p>Demonstrates an ability to foster two-way communication and to listen and be open to the views or suggestions from the unit and upper-level management.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information to the unit about plans, expectations, tasks, and activities.</p> <p>Demonstrates a written and verbal ability to proactively respond to the most complex information requests from internal and external customers. Demonstrates an ability to produce expert-level reports, work orders, memoranda, and other correspondence to ensure proper communication with others.</p> <p>Demonstrates an ability to present suggestions and recommendations to a direct supervisor as required or needed.</p>

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Shared Competencies	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
<p>Teamwork, Leadership, and/or Management</p>	<p>Demonstrates an ability to be an effective team member and accomplish the team's assignments within an agreed-upon time line and established standards.</p> <p>Demonstrates effective team membership by being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates an understanding of the specific roles, responsibilities, and expectations of employees within the team.</p> <p>Demonstrates self management and accountability to assigned work unit team by exhibiting flexibility and adaptability, maintaining a positive work image, and producing quality work products in a timely manner.</p>	<p>Demonstrates an ability to support team efforts by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates effective team membership by showing initiative, including finding additional work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates anticipatory leadership by understanding specific roles, work responsibilities of others, and anticipating how to effectively work together to accomplish the team's assigned tasks.</p> <p>Demonstrates an understanding of and an ability to guide co-workers to achieve desired results.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in their daily work assignments. Demonstrates an ability to self manage their time and appropriately prioritize their work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p> <p>Demonstrates effective team membership by being self-motivated, accepting of assignments, and routinely taking the initiative to take on projects or other work assignments.</p>	<p>Demonstrates an ability to support the efforts of the team by consistently modeling a positive, proactive work ethic exhibited by embracing their role as a tenured employee and supporting the organization's goals.</p> <p>Demonstrates effective team membership by being self motivated, showing initiative, including finding additional work to do when work is completed, managing their assignments independently adhering to work rules, and working within the team to create and maintain a positive image of the City.</p> <p>Demonstrates anticipatory leadership by understanding specific roles and responsibilities of others within the City and the department, using this information to effectively accomplish goals and objectives, and assisting other members of the team.</p> <p>Demonstrates leadership abilities by sharing expertise and knowledge with lower-level employees and working with management to improve processes, systems, and procedures.</p> <p>Demonstrates an ability to assist in determining group performance standards and in monitoring individual and group progress.</p> <p>Demonstrates an ability to provide constructive feedback, train, and coach co-workers in project assignments.</p>	<p>Demonstrates an ability to support the efforts of SPRWS and the City by managing the efforts, behavior, and quality of assigned work produced by their assigned units.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, modeling appropriate work practices, and developing a trusting work relationship with the team members.</p> <p>Demonstrates an ability to manage the unit's priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with their supervisor and unit employees, maintaining two-way communications, producing consistent results, advocating for the unit when appropriate, and offering their expertise to improve processes, systems, and the organization.</p> <p>Demonstrates leadership ability by internalizing the goals of SPRWS organization and effectively implementing strategic and tactical work plans. Demonstrates an ability to balance the responsibility to the units they lead and their responsibilities as a member of the management team.</p>

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Shared Competencies	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
Customer Service	<p>Demonstrates an ability to quickly gain an understanding of SPRWS mission and vision and the associated customer service standards.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to basic needs of customers in a polite and respectful manner.</p> <p>Demonstrates an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to maintain and improve customer service by being attentive to the customer, listening to their concerns.</p> <p>Demonstrates an ability to learn from coworkers on how to handle customer complaints, questions, or inquiries.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of the internal and external customers.</p>	<p>Demonstrates an understanding of SPRWS mission, vision, and associated customer service standards and an ability to apply those in day-to-day customer service interaction.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to routine customer needs in a polite and respectful manner. Demonstrates an ability to establish a positive relationship with external and internal customers.</p> <p>Demonstrates an understanding of the entire water system, having taken the initiative to learn about the system, and an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to customer service by being patient, attentive, and respectful. Demonstrates an ability to quickly respond to customer service issues that need to be directed to more knowledgeable staff members.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of the internal and external customers.</p> <p>Demonstrates an ability to apply their knowledge of the system to address customer concerns or better direct a customer to the appropriate resources.</p>	<p>Demonstrates an in-depth understanding of SPRWS mission, vision, and associated customer service standards by consistently working in accordance with those established standards and by encouraging and coaching coworkers to meet or exceed the standards.</p> <p>Demonstrates an understanding of who the customer is, an ability to identify customer needs, and promptly and appropriately respond to requests for service from customers.</p> <p>Demonstrates a commitment to customer service by proactively addressing customer service issues and exhibiting patience, attentiveness, and respectful behavior when addressing more complex customer service issues.</p> <p>Demonstrates an ability to assist in identifying overall customer service needs and providing input to develop appropriate customer service standards for the organization.</p> <p>Demonstrates an ability to establish effective working relationships within a service area and an ability to focus on issues most important to residents within that area. Demonstrates an ability to connect organizational resources and the customers' needs in an effective manner.</p>	<p>Demonstrates an expert understanding of the SPRWS customer service mission, vision and standards and an ability to apply the understanding by consistently working to provide a positive example, by suggesting improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers by resolving those issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from team members or the public.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by coworkers and supervisors.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to the team members, training and coaching others in effective customer service strategies, and encouraging others to continually improve customer service.</p>

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Requirements				
	Water Utility Technician I	Water Utility Technician II	Water Utility Technician III	Engineering Technician Supervisor – Water Utility
	<p>High school graduation.</p> <p>Must possess a valid Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Ten (10) college semester credit hours:</p> <ul style="list-style-type: none"> Four (4) semester credits – English Six (6) semester credits – Technical <p>Technical classes include: math, engineering, computer science, GIS, CAD, public works administration, and technical/business writing.</p> <p>Technical/business writing limited to four (4) semester credits.</p> <p>No substitution of experience for credits.</p>	<p>High school graduation and two years experience as a Water Utility Technician I or equivalent.</p> <p>Must possess a valid Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Twenty (20) college semester credit hours:</p> <ul style="list-style-type: none"> Four (4) semester credits – English Sixteen (16) semester credits – Technical <p>Technical classes include: math, engineering, computer science, GIS, CAD, public works administration, and technical/business writing.</p> <p>Technical/ business writing limited to four (4) semester credits.</p> <p>Additional years of qualifying experience may be substituted for two (2) semester credits, to a maximum of six (6) semester credits.</p> <p>No substitution of credits for experience.</p>	<p>High school graduation and two years of experience as a Water Utility Technician II or equivalent.</p> <p>Must possess a valid Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Thirty (30) college semester credit hours:</p> <ul style="list-style-type: none"> Four (4) semester credits –English Twenty (20) semester credits – Technical Six (6) semester credits – Electives Sports and activities credits not accepted. <p>Technical classes include: math, engineering, computer science, GIS, CAD, public works administration and technical/business writing.</p> <p>Technical/ business writing limited to four (4) semester credits.</p> <p>Each additional year of qualifying experience may be substituted for two (2) semester credits, to a maximum of eight (8) semester credits.</p> <p>No substitution of credits for experience.</p>	<p>High school graduation and two years of experience as a Water Utility Technician III or equivalent.</p> <p>Must possess a valid Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Thirty (30) college semester credit hours:</p> <ul style="list-style-type: none"> Four (4) semester credits –English Twenty (20) semester credits – Technical Six (6) semester credits – Electives Sports and activities credits not accepted. <p>Technical classes include: math, engineering, computer science, GIS, CAD, public works administration, and technical/business writing.</p> <p>Technical/business writing limited to four (4) semester credits.</p> <p>No substitution for credits or experience.</p>